Mission

To deliver premium service through open access communication and innovative technology.

Business Strategy

Administration provides overall vision and direction to the department while overseeing department projects and programs. We strive to maintain a suitable environment for staff and employees to operate with maximum efficiency and in an innovative spirit. We work to inspire teamwork between managers and departments as well as our staff and users to ensure efficient technology solutions that will enhance customer service.

Objectives

IT recently realigned and restructured the department to take a on a new service model. To focus on our customers and the services we provide, we formed the following Service teams:

Customer Support Team - Includes Help Desk support, operators, telephone, radio, computer and all Information Technologies department's operation service requests, and internal/external inquiries.

Technology Architecture Team - Includes planning and coordination of all data and telephone projects and is responsible for implementing new technologies for the County.

Technology Network Team - Includes support, maintenance and replacement of telephone, computer server, and network equipment. In addition, they are responsible for Lotus Notes support, firewall maintenance, leasing installation coordination, and general security.

System Technology and Radio Services Team - Includes emergency and non-emergency maintenance radio service, cabling/infrastructure and audio visual systems support.

Seminole County Government Television Team (SGTV/CABLE) - Includes station programming, video streaming, production coordination, and cable franchises ordinance administration.

Leasing Team - Includes support and coordination for the computer leasing equipment and centralized software programs.

Application Development/Support Team - Includes support for GIS, AS400, Database, Imaging and Web Development programs.

Administrative Team - Includes supporting the Information Technologies department head, management coordination and development of administrative projects, and for the consistency and maintenance of records.

Department:	INFORMATION TECHNOLOGIES				Seminole County	
Division:					FY 2003/04	
Section:	ADMINISTRATION				FY 2004/05	

	2001/02 Actual Expenditures	2002/03 Adopted Budget	2003/04 Adopted Budget	Percent Change 2003/04 Budget over 2002/03 Budget	2004/05 Approved Budget	Percent Change 2004/05 Budget over 2003/04 Budget
EXPENDITURES:						
Personal Services	152,403	162,448	171,599	5.6%	183,773	7.1%
Operating Services	9,056	15,431	13,959	-9.5%	16,544	18.5%
Capital Outlay	0	0	0		0	
Debt Service	0	0	0		0	
Grants and Aid	0	0	0		0	
Reserves/Transfers	0	0	0		0	
Subtotal Operating	**161,459**	**177,879**	**185,558**	**4.3%**	**200,317**	**8.0%**
Capital Improvements	0	0	0		0	
TOTAL EXPENDITURES	**161,459**	**177,879**	**185,558**	**4.3%**	**200,317**	**8.0%**
FUNDING SOURCE(S)						
General Fund	161,459	177,879	185,558	4.3%	200,317	8.0%
TOTAL FUNDING SOURCE(S)	**161,459**	**177,879**	**185,558**	**4.3%**	**200,317**	**8.0%**
Full-Time Positions	2	2	2		2	
Part-Time Positions	0	0	0		0	

New Programs and Highlights for Fiscal Year 2003/04

Information Technologies continues to provide technical services and solutions that are both effective and cost efficient. The members of the department pride themselves on their attention to detail, their accomplishments, and their commitment to quality customer service. It is our goal to work with our internal and external customers to provide services and solutions that maximize the use of technology while remaining sensitive to ensure customer friendly applications.

The department will continue to work with the Clerk's Office during implementation of the J.D. Edwards, Integrated Software Solution. This project will lead to the elimination of duplicate antiquated systems and increase efficiency during upcoming years. The system provides a single platform for our Fiscal Services, Purchasing, and Human Resources, and will assist in enhancing our continued commitment to provide more e-government services for the convenience of all our customers.

The department will continue to be focused on our commitment to provide quality government television programming on Seminole Government Television (SGTV). The County provides live, unedited coverage of all meetings of the Board of County Commissioners as well as many additional public meetings. We recently introduced a new system that archives the video of these meetings and they can be accessed through the County's Web Site. The system allows you to view individual agenda items or it will allow you to view the meetings by morning, afternoon, and evening sessions. Additionally, we rebroadcast the School Board meetings on the Friday after their regular meeting. All meetings and all programming on SGTV are streamed through our web site 24-hrs a day and our schedule can be viewed on the County's web site.

New Programs and Highlights for Fiscal Year 2004/05

Capital Improvements	2003-04	2004-05	2005-06	2006-07	2007-08
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0

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